QA Audit W25

📅 **date of audit:** 25.06.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 23.06.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna due to issues logging into the app and making payments.

utcome: The agent guided the customer through troubleshooting steps, including checking for app updates, which ultimately allowed the customer to access their account and make the necessary payments. The customer expressed gratitude for the assistance provided.

⬆️ **Positive notes:**

Asked questions to find out more., troubleshooted and helped the customer login and find her payment details in the app. Good job!

1) **Compliance:**

Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement Opportunities:**

Communication:

Instead of saying "I don't understand" you can ask the customer what they mean. It sounds a bit better.

✅/⚠️ ***Audit passed or failed:***

100% Passed